

### ABSTRACT OF THE DISCLOSURE

The present invention provides a method and system for automatically providing

5 infrastructure maintenance for a customer in response to a customer form/report/ticket in a communications network that includes a core communications (voice and data communications) service and an Access Provider service. Typically, the system includes a Work-Flow Manager and a maintenance program scheduler. The Work-Flow Manager is arranged to trigger, for each customer form/report/ticket, each automatic software program/engine of a plurality of

10 automatic software programs/engines in response to an associated milestone event for the customer form/report/ticket. The maintenance program scheduler is coupled to the Work-Flow Manager and is used for invoking at least one predetermined maintenance software program based upon predetermined criteria being met by the form/report/ticket. The method includes the steps of: generating a ticket/customer repair request regarding a problem; diagnosing the

15 problem; testing to determine whether the problem has been fixed; generating clearance and analysis codes; notifying the customer that the system has repaired the problem; and closing out the ticket/repair request upon successful repair of the problem.